I   DEPARTMENT/AGENCY

Louisiana State University - Eunice

II   PROJECT TITLE

Extending the Campus Walls: Providing Anytime-Anywhere Access to Academic and Support Services to Improve Student Success and Satisfaction.

III   PROJECT LEADER

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IV   DESCRIPTION OF THE PROJECT

The goal of the project is to create a single integrated on-line environment that will provide the student with anytime-anywhere access to the following services:

- Web based access to student data and services.
- Complete access to on-line library resources
- The ability to communicate with all campus offices through the use advanced messaging technologies including voice, email, and group conferencing initiatives.
- The ability to access degree audit and advising information on-line through these same intuitive interfaces in an effort to increase student satisfaction in this area.

Access to these services will be made available via a combination of custom designed Kiosks as well as Internet ready workstations. The true innovation of this proposal is the integration of these services under a single, secure, user-friendly interface while exploiting the capabilities and availability of current campus technologies.

These on-line services will allow prospective students to perform tasks from researching available programs to applying for admissions and continue on through the financial aid process and actually registering for classes. This program will truly be extending the University to the student. LSUE seeks to provide a level of service to its area citizens that has not yet been experienced in this state and possibly only in a very few locations throughout the country.

V   PROJECT STATUS

A.   Brief Summary
The campus-wide rollout of our "Anytime / Anywhere" project, now formally named "my.LSUE", is scheduled for September 15th. All hardware and software is in place. Wiring of campus Kiosk locations will be completed next week. A campus-wide marketing effort is underway in an effort to build interest and promote its use. We have received a tremendous response to the project and expect an enthusiastic acceptance by both faculty and staff.

B. **Accomplishments (since last reporting period)**
- The Citrix Winframe software has been purchased and installed which will allow faculty and students remote access to restricted library databases.
- The CIS Web Applications have been installed and customized for the LSUE environment. These will allow students access to registration functions as well as their academic records in a user friendly environment.
- The Kiosk enclosures have been received and are being prepared for rollout across the campus.
- The First Class Collaborative Classroom software has been customized for the LSUE environment and scripts written to automate its management. Automation activities include the creation of student accounts and on-line course communities for use by campus instructors in supplementing their current instructional delivery methods.
- A module was added for faculty to allow for streamlined access to student data needed during the advising and scheduling process. CARS Information Systems has requested permission to include this module in a future release of their product.

C. **Problems Encountered/Action Taken or Planned (since last reporting period)**
- In order to achieve the level of integration we had originally proposed we found it necessary to concentrate our development for use with a single Internet Browser. This was due to incompatibilities between certain function on the two leading browsers: Netscape and Microsoft's Internet Explorer. Due to the current install base on campus Netscape Navigator was chosen as the platform of choice. It is believed as standards continue to expand that this will eventually no longer be an issue. Until this time users will be required to use the most recent version of Netscape Navigator to fully utilize the services offered through my.LSUE.

- Software: We are currently working with our Internet Telephony gateway vendor to resolve a problem that causes a browser error under certain circumstances. This is only an issue when using the telephone gateway services offered via the Kiosk units and does not affect access via the Internet. Provisions have been made to allow the Kiosk to recover from these errors without intervention until the problem can be completely resolved.

- Kiosk Units: Five of the Fourteen Kiosk enclosures were damaged during shipment to LSUE. We are working with the vendor to resolve this problem. A firm replacement date should be available by September 3, 1999. This will not delay our initial rollout. We will simply adjust the number being deployed in each location and distribute the replacement units when they arrive. We are currently working to identify the off-campus sites that will host the kiosk units. The number of off-campus site has been reduced from the potential 7 to 3. Tentative locations include the public high schools in Eunice, Crowley, and Opelousas. We will confirm these sites upon successful completion of our on-campus installations.

D. **Major Milestones (Original vs. Current Estimate - since last reporting period)**
- All server hardware and software is installed and operational. Custom interfaces have been written and are operational.
- An initial orientation has been given to faculty and staff members on my.LSUE features and services. Additional training will begin after the September 15th rollout and continue as needed.
- The Kiosks have been received, assembled and software loaded.
- Extended promotion of the upcoming rollout has begun in an attempt to generate maximum interest in the service.
- Off-Campus Kiosk installations are expected to be completed by November 1, 1999.

VI **COST VS. BUDGET (Total Project)**

	Category	Budgeted	Actual	Projected Surplus
A.	Equipment	116,547.00	104,940.00	$9000.00 (approximate) **

B.	**Software**	57,075.00	50,274.00	6,801.00 (approximate)
C.	**Telecommunications**	2,800.00	1,200 *	1,400.00
D.	**Professional/Contract Services**	N/A	N/A	N/A
E.	**Other Costs**	N/A	N/A	N/A
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	Total Project Cost	176,422	156,414	17,201 (approximate)

* The number of off-campus locations has been reduced from 7 to 3 which will save a total of $1,400.00 in proposed stipends. The $ 1,200 listed above has not yet been distributed. It has however been included so that the surplus could be reflected correctly.

** Projected surplus has been reduced to reflect the costs of the UPS Battery Backups not yet received.

VII   ITEMIZED EXPENSES AND FINANCIAL OBLIGATIONS INCURRED DURING THIS REPORTING PERIOD

Item	Quantity	Unit Price	Total
Equipment			
Kiosk enclosures and associated computer hardware equipped with touch screen monitors. Dell Computers - LSUE PO #R605436	14	$ 5,695.00	$ 79,730.00
Telecommunications			
None in this category for this period			
Software			
Citrix Winframe Server Software	1	$ 5,595.00	$ 5,595.00
Total Expenditures from March 1, 1999 – September 1, 1999			$ 85,325.00